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POSTAL REGULATORY
COMMISSION
ATTENTION: COMPLAINTS SECTION

A2011-23

7/07/2011

POSTAL REGULATORY COMMISSION

901 NEW YORK AVENUE NW, SUITE 200

WASHINGTON, DC 20268-0001

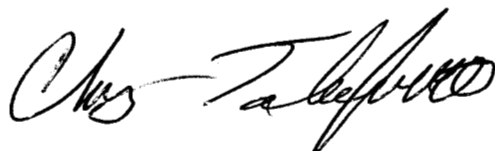
The Postal service has informed us of a decision to close our post office by 7/1/2011. This action is being taken after meeting the provisions of the Postal Reorganization Act of 1970, and over our protestations.

We, the customers of the Rosser, Texas Post Office, vigorously protest this action, in view of the provision in the Postal Reorganization Act that calls for the Postal Service to provide a maximum degree of effective and regular postal service to rural areas, communities and small towns where the post office is not self-sustaining.

The Postal Service's decision to close our post office and provide rural delivery service raises questions concerning the sanctity of the mail and the risks involved in the handling of mail by non-career employees. We also foresee inconveniences in purchasing money orders and stamps, and sending accountable mail. We have the same concerns regarding the receipt of accountable mail, such as certified letters, registered letters and COD's.

We feel that, as citizen of the United States, we are entitled to the same efficient postal service provided to our counterparts in urban areas. The Postal Reorganization Act is explicit in pointing this out. We petition you, as members of the Postal Regulatory Commission, to respectfully consider our protest and order the Postal Service to give additional considerations to our service needs.

Respectfully,



Chris Taliaferro

Slone Taliaferro.

7/05/2011

Dean J. Granholm

Head of Postal Regulatory Commission

901 New York Ave. NW, Suite 200

Washington, DC 20268-0001

Mr. Granholm,

This is to appeal final determination to close Rosser, Texas Post Office, zip code 75157, Docket # 1379938-75157. We are a community of about 150 residents and 10 prospering businesses. At least ½ of our residents deeply depend on this post office as they do not own a car. They either walk, use their electric wheel chair, or even lawn mower to get to the post office. They cannot get to another post office to take care of their postal business. The rural service out of Scurry, Texas has very poor service. I know this to be true because 3 to 4 days a week, they go by my house at 6:00pm or 6:30pm and by that time, everything is closed. I own one of the businesses in Rosser, and do all my postal business at the Rosser post office. My business is Taliaferro Auction Company, P.O. Box 9, Rosser, Texas 75157. I have been in business since 1986 and have had our P.O. Box since 1986. The Post Office in Rosser has been there since 1896.

I believe the residents and businesses of Rosser need this post office and it will be a disaster on the town if it is closed. Please relook at your decision on this closure. You can call me at: 972-486-3140 home-office and my cell: 214-674-8064. Thank you for your time on this important matter.

Thank you,

A handwritten signature in black ink, appearing to read "Chris Taliaferro", with a stylized flourish at the end.

Chris Taliaferro

Taliaferro Auction Company

P.O. Box 9

Rosser, Texas 75157

P.S. We are a small town, but our mailing business is just as important as the big cities.



Post Office

Thursday, July 7, 2011 9:15 AM

From: "joe" <joe6210@suddenlink.net>

To: ctaliaferro1@sbcglobal.net

1 File (3824KB)



7-7-2011 9

When you write your letter be sure to put that the Post Office advised that the office is being closed for financial reasons. there is a tape of the meeting that Mr. McKinney states that.

This is on the next pages

Date of Posting:

Posting Round Date:

Date of Removal:

Removal Round Date:

FINAL DETERMINATION TO CLOSE
THE ROSSER, TX POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1379938 - 75157

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Rosser, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Scurry Post Office, located six miles away.

The postmaster position became vacant when the postmaster was promoted on March 29, 2008. An employee from a neighboring office may have been installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for closing or consolidation due to the following reasons: Office is vacant and earns less than 2 hours.

The Rosser Post Office, an EAS-11 level, provided service from 08:00 to 16:00 Monday - Friday, 09:00 to 11:00 on Saturday and lobby hours of 24 on Monday - Friday and 24 on Saturday to 147 Post Office box customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 19 transaction(s) accounting for 21 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$15,438 (40 revenue units) in FY 2008; \$13,821 (36 revenue units) in FY 2009; and \$12,347 (32 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On February 15, 2011, representatives from the Postal Service were available at Fire Station 204 Main St Rosser Texas 75157 to answer questions and provide information to customers. 75 customer(s) attended the meeting.

On January 27, 2011, 147 questionnaires were distributed to delivery customers of the Rosser Post Office. Questionnaires were also available over the counter for retail customers at the Rosser Post Office. 48 questionnaires were returned. 1 responses were favorable, 25 unfavorable, and 22 expressed no opinion regarding the proposed alternate service.

A petition supporting the retention of the Rosser Post Office was received on February 15, 2011, with 105 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Scurry Post Office, an EAS-16 level office. Window service hours at the Scurry Post Office are from 08:30 16:30, Monday through Friday, and closed on Saturday. There are 193 post office boxes available.

The following concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:**

Customer expressed a concern about irregular hours that the rural route serves the community

Response:

The customer expressed a concern about irregular hours that the rural route serves the community. Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often effect delivery times. If you desire special services from the rural carrier you may leave a note in your mailbox instructing the carrier to sound his horn, and then meet the carrier to receive services. Retail services may also be obtained at the administrative post office located at [redacted]

Response:

The customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

5. **Concern:**

Customers expressed concern for loss of community identity

Response:

The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended office name and ZIP Code suspended zip in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

6. **Concern:**

Customers expressed concern for loss of community identity

Response:

The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

7. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

Response:

The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

8. **Concern:**

Customers expressed concern over the dependability of rural route service

Response:

The customer expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

9. **Concern:**

Customers felt inclement weather and poor road conditions might impede delivery

Response:

The customer expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

10. **Concern:**

Customers felt the loss of a post office would have a detrimental effect

Response:

The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended Post Office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

11. **Concern:**

Customers felt the loss of a post office would have a detrimental effect on the business community

Response:

The customer expressed a concern about the detrimental effect the loss of the post office would have on the community. Businesses generally require regular and effective postal services, and these will always be provided to the suspended office community. There is no indication that the business community will be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the post office is discontinued.

12. **Concern:**

Customers felt the post office should remain open since they paid taxes

Response:

The customer expressed a concern that since the people of your community paid taxes the post office should remain open. The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

13. **Concern:**

Customers inquired about mailbox installation and maintenance

Response:

The customer expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

14. **Concern:**

Customers said they would miss the special attention and assistance provided by the personnel at the

Response:

15. **Concern:**

Customers wanted the post office to stay the same. Customers said the CPO would be a disservice to the community

Response:

The customer expressed a concern about the establishment of a Community Post Office (CPO). The CPO will be contracted to provide at least the same hours as the present post office. Depending on the location, the CPO may provide extended lobby hours. A CPO provides the same services as the suspended Post Office, except for permit mail acceptance.

16. **Concern:**

Customers were concerned about a change of address

Response:

The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

17. **Concern:**

Customers were concerned about growth in the community

Response:

The customer expressed a concern about growth in the community.

18. **Concern:**

Customers were concerned about having to make an address change on their bank checks and stationery

Response:

The customer expressed a concern about an address change. Customers that erect a rural mailbox along the carrier's line of travel will be assigned a 911 address. Customers can continue to use the community name, suspendoffice, in the last line of the address, however, in order to insure regular and effective service the Zip Code will change to adminzip.

19. **Concern:**

Customers were concerned about later delivery of mail

Response:

The customer expressed a concern about delivery time. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world we must pay special attention to energy conservation measures, to minimize vehicle and fuel expenses. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$8 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cov

20. **Concern:**

Customers were concerned about mail security

Response:

The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

21. **Concern:**

Customers were concerned about senior citizens

Response:

The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

22. **Concern:**

Customers were concerned about senior citizens

Response:

The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the adminoffice postmaster for more information.

23. **Concern:**

Customers were concerned about the quality of service, reliability, and integrity of the contractor

Response:

The customer expressed a concern about about the quality of service, reliability, and integrity of the contractor. Award of the contract is based on evaluation of criteria including annual monetary amount, contractor ability and background, and the quality and location of the facility. The successful bidder must be bonded and will be trained, administered

- Response:** The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
27. **Concern:** Can will do something besides closing it? Like reduce the hours? Or have a rural carrier come by and put up the mail?
- Response:** We are looking at the saving we must have to keep the Postal Service in business. That is not an option.
28. **Concern:** How can we buy our money orders?
- Response:** The rural carrier can take care of that for you. We went on and described how this would work.
29. **Concern:** How can we save our Post Office from closing?
- Response:** No decision has been made yet. Fill out the questionnaires with your concerns about the Post Office possibly closing and the effects it would have on the community.
30. **Concern:** How much money will you save by closing Rosser?
- Response:** We can not disclose that information.
31. **Concern:** The ederly and disabled can not travel to Scurry. What will they do?
- Response:** Rural carrier delivery will be provided. As we call it a Post Office on Wheels, all the services you have at the Post Office can be completed by the carrier or one of our web based sites.
32. **Concern:** The Rosser customers want to know in dollars how much will be saved. This question was asked repeatedly.
- Response:** We can not disclose that information.
33. **Concern:** What will our zip code be?
- Response:** We will find out and report it to the Mayor.
34. **Concern:** Who will be responsiable for putting up the mail boxes? What if we can't afford to do this?
- Response:** The customer will be responsible. Their are many different price ranges to chose from.
35. **Concern:** Who will be responsible for the loss of mail by theft?
- Response:** If that happens call the sheriff and report it to the Inspection Service.
36. **Concern:** Who will fill out our Money Orders?
- Response:** This is not a service that is normally provided by the Post Office.
37. **Concern:** Why is Scurry not closing?
- Response:** Higher revenue and work load.
38. **Concern:** Why was Rosser targeted?
- Response:** It earns less then 2 hours a day. Revenue declines, and the office is vacant.
39. **Concern:** Why was the Postmaster position never filled? Our office started decline after the last Postmaster retired.
- Response:** Position have been held due to decline in all Postal employment. Our work force have declined in effects to stream line our overhead.

Some advantages of the final determination are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the final determination are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

This final determination to close the Rosser Post Office was posted with an invitation for comment at the Rosser Post Office and Scurry Post Office from March 30, 2011 to May 31, 2011. The following additional concerns were received during the proposal posting period:

25. **Concern:** Customers asked why their post office was being discontinued while others were retained
- Response:** The customer asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
26. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail
- Response:** Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the adminoffice postmaster.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Rosser is an incorporated community located in Kaufman County. The community is administered politically by Rosser City Hall. Police protection is provided by the Kaufman County Sheriff Dept. Fire protection is provided by the Rosser Fire Department. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: One non profit business in the home. Pappy's Sand and Gravel . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Rosser Post Office will be available at the Scurry Post Office. Government forms normally provided by the Post Office will also be available at the Scurry Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the
Response:
2. **Concern:** No Concern
Response:

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster was promoted on March 29, 2008. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 30,753 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 30,492
Fringe Benefits @ 33.5%	\$ 10,215
Annual Lease Costs	<u>+ \$ 6,000</u>
Total Annual Costs	\$ 46,707
Less Annual Cost of Replacement Service	<u>- \$ 15,954</u>
Total Annual Savings	<u>\$ 30,753</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the Rosser, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Scurry Post Office, located six miles away.

The postmaster was promoted on March 29, 2008. If the office has a noncareer PMR, they may be separated from the Postal Service. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Rosser Post Office provided delivery service to no customers and 147 PO Box customers. The daily retail window transactions averaged 19. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a Post Office for service. The Postal Service will save an estimated \$30,753 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Rosser Post Office and Scurry Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Rosser Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Rosser Post Office and Scurry Post Office during normal office hours.



Dean J Granholm
Vice President of Delivery and Post Office Operations

06/30/2011
Date

7/01/2011

Senator Kay Bailey Hutchinson
284 Russell Senate Office Bldg.
Washington, DC 20510

Dear Senator Hutchinson,

Hi. My name is Chris Taliaferro from Rosser, Texas. I am appealing to you for help in Rosser to keep our Post Office open. It is scheduled to close 7/1/2011. I am a lifelong resident of Rosser, a town of about 150 people. I own a business in Rosser, along with 9 other businesses, for a total of 10 businesses. About half of the residents in Rosser have to walk or ride golf carts, lawnmowers to get to the Post Office because they do not own a car. They pay their bills by money orders and stamps; no way to do it online as they do not own computers. The Postal Service said they will save \$30,000.00 a year by closing the Rosser Post Office the Rosser, Texas. This Post Office only has ONE employee! Closing this post office won't make a dent in what the Postal Service says it is losing a month, which is \$23,000,000.00! Our small Post Office won't make a dent in that lose! The Postal Service needs to cut the big offices like Dallas, Ft. Worth and other big cities in the US where they really are losing money.

The little post offices like ours in Rosser, Texas are the back bone of the postal service. We still offer personal service, not like the big offices where you are just "next in line".

The Rosser Post Office has been in the town of Rosser since 1896.

We need your help in keeping our Post Office open.

Thank you,

A handwritten signature in black ink, appearing to read "Chris Taliaferro", with a long horizontal flourish extending to the right.

Chris Taliaferro

Taliaferro Auction Co.

P.O. Box 9

Rosser, Texas 75157